



Instruction sheet 1.3—Internet Relay—call to emergency services

Step-by-step instructions

Step number	Image	Instructions
1		Go to www.communications.gov.au/accesshub . Click the make an Internet Relay call link (the call page can be bookmarked for future use).
2		Go to make a call . Type Triple Zero (000) into the phone number box.
3		Type the four character security code on the screen into the verify it's you box. Click connect now . Wait to be transferred to a relay officer (RO). The call will be given priority in the relay service call answer queue.
4		The RO will ask which emergency service is needed. Type FFF for Fire, PPP for Police or AAA for Ambulance. Type GA (Go ahead).
5		The RO will connect to the Emergency Services Officer (ESO). Be ready to give the address called from.
6		Answer all questions from the ESO. Wait to read 'GA' before replying each time.
7		Do not hang up until the RO advises the call is finished.
8		To finish, click hang up .

NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email helpdesk@relayservice.com.au
- Phone 1800 555 660
- SMS 0416 001 350.